

# **Commercial Card Self Service**

**Corporate Card User Guide** 

Effective 1st February 2024

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# 1 Introduction

# 1.1 Purpose

Commercial Card Self Service (CCSS) on NAB Connect enables users with appropriate access to perform card administration and maintenance activities for one or more NAB Corporate/Purchasing Card Accounts (herein referred to as NAB Corporate Cards). This guide provides instructions for all self-service functions available in CCSS.

# 1.2 Functions Available in CCSS

Users with **Full Access** can complete the following card administration and maintenance activities on the Company's NAB Corporate Cards in CCSS:

Action	Section Reference
Add a new cardholder	<u>2.2.1</u>
Search for a cardholder	<u>2.2.2</u>
Change a credit limit	<u>2.2.2.1</u>
Add or remove a temporary block on a card	<u>2.2.2.2</u>
Report a card permanently lost or stolen	<u>2.2.2.3</u>
Order a new plastic card	<u>2.2.2.4</u>
Permanently close a card	<u>2.2.2.5</u>
Request a PIN and/or restrict cash	2.2.2.6
Reset a PIN	<u>2.2.2.7</u>
Change a cardholder name	<u>2.2.2.8</u>
Change the embossed name on a card	<u>2.2.2.9</u>
Change a cardholder's contact details	2.2.2.10
Change a cardholder's address details	<u>2.2.2.11</u>
Change transaction limits	2.2.2.12
Perform a transaction search	<u>2.2.2.13</u>
Generate audit activity reporting	<u>2.2.3</u>
Email help	<u>2.2.4</u>
Change an account funding option – <i>Relevant for FlexiPurchase Dynamic Limit Management (DLM) clients only</i>	2.2.5

Users with **View Only Access** can perform company, cardholder and transaction searches and generate audit activity reporting in CCSS but cannot complete any card administration or maintenance activities in CCSS.

To request, reactivate or update CCSS user access, please follow the instructions in section 1.3.

# 1.2.1 Frequently Asked Questions (FAQs)

Section references for FAQs are documented below:

FAQ	Section Reference
How do I order a new plastic card?	<b>2.2.1</b> (new cardholders) <b>2.2.2.4</b> (existing cardholders)
How do I locate a plastic suffix when ordering a new card?	<u><b>2.2.1</b></u> (Table 1)
How do I change a [monthly] card limit?	<u>2.2.2.1</u>
How do I add/block cash advance access for a cardholder?	<u>2.2.2.6</u>
How do I issue a new PIN for a cardholder?	<u>2.2.2.7</u>
How do I change a cardholder's employee ID, mobile number and/or email address?	<u>2.2.2.10</u>
How do I change a cardholder's address?	<u>2.2.2.11</u>
How do I change a cardholder's transaction limit?	<u>2.2.2.12</u>
How do I generate audit activity reporting?	<u>2.2.3</u>

# 1.2.2 The following request types are not available in CCSS.

Functions Not Available in CCSS	Who can submit the request
Add an Authorised Officer	
Remove/ Delete an Authorised Officer	
Reactivate CCSS User Access	
Add/ Remove CCSS Users	
Add Facility to CCSS Users	Authorised Officer/
Change access level to view or full access	NAB Banker
Balance enquiry	
Billing statments	
Overseas travel notification	
Transaction enquiries including fraud and disputes	

Please email the NAB Client Services Team at **corporatecardsupport@nab.com.au** to perform the above functions. Refer to section **<u>1.3.6</u>** which outlines who can submit the request and the minimum submission requirements prior to submitting the request.

# 1.3 CCSS User Access

# 1.3.1 CCSS Access Levels

There are two levels of access to CCSS:

- 1. Users with **Full Access** to CCSS can perform all functions listed in section **1.2**. Identification and Verification by NAB is required. These Users must also be assigned as Authorised Officers for their Corporate Card Facility/Facilities.
- Users with View Only Access to CCSS can perform company, cardholder and transaction searches and generate audit activity reporting in CCSS but cannot complete any card administration or maintenance activities in CCSS. Identification and Verification by NAB is **not** required.

#### 1.3.2 Setting up a new Authorised Officer

Authorised Officer/s must be appointed who will be responsible for all cardholder approvals and general maintenance activities on the Corporate Card Facility. Users with Full Access to CCSS must be Authorised Officers.

<u>The NAB Corporate Card Facility Authorisations form</u> is used to add new Authorised Officers. This, including Identification and Verification checks must be completed and submitted to <u>corporatecardsupport@nab.com.au</u> by an existing Authorised Officer or NAB Banker.

## **Helpful hint:**

• Prior to submitting the form, the Authorised Officer will need to visit a NAB branch and provide identification documents to meet the identification and verification check. Refer to section **<u>1.3.2.1</u>** for identification and verification requirements.

## 1.3.2.1 Identification and Verification by NAB

If you are unsure if a user has previously been identified by NAB, please contact your NAB Banker.

If a user has **not** been identified by NAB, they will need to visit a NAB Branch or contact your NAB Banker. NAB identifies the Customers based on one of the below document combinations:

- 1 Primary photographic identification document
- 1 Primary non-photographic identification document AND 1 Secondary identification document

Primary photographic documents:	Primary non-photographic documents:
Driver's Licence – Australian Government Issue	Birth Certificate
Foreign drivers licence	Citizenship Certificate
Foreign Passport	Pension/Health Care/Seniors Health cards – Australian Government issue
ID card issued by Foreign Government or United Nations	
Australian Passport	
Proof of Age Card	
Secondary documents:	
Australian Taxation Office – Notice	
Financial Benefits Statement	
Rates Notice	
Utility Bill	
Under 18 years – educational institution	

# 1.3.3 Request CCSS User Access

# 1.3.3.1 Requesting Full Access

#### **Pre-requisites**

- Full Access can only be provided to Authorised Officer. If the new user is not an Authorised Officer, they need to be set up as an Authorised Officer prior to requesting CCSS full access. Refer to section **1.3.2** for instructions.
- New users must have a NAB Connect User ID. Have your NAB Connect Administrator create a new General or Authorising user in NAB Connect via Admin > Users if this is not in place.

#### Steps

- Ensure you have met the pre-requisites
- Request for Full Access can only be made from an existing Authorised Officer who, must email the request to **corporatecardsupport@nab.com.au** with the Full User Name, NAB Connect User ID and Company ID.

## 1.3.3.2 Requesting View Only Access

#### **Pre-requisites**

• New users must have a NAB Connect User ID. Have your NAB Connect Administrator create a new General or Authorising user in NAB Connect via **Admin > Users** if this is not in place.

#### Steps

- Ensure you have met the pre-requisites
- Request for View only access can only be made from an existing Authorised Officer, who must email the request to **corporatecardsupport@nab.com.au** with the Full User Name, NAB Connect User ID and Company ID.

The requestor will be notified when the request has been processed, usually within 3 business days of submitting the request.

## Note:

• If the request does not specify an access level, **Full Access** to CCSS will be assumed if the user is an Authorised Officer and **View Only Access** will be assumed otherwise.

#### **Helpful Hint:**

• To add a new NAB Connect Administrator to your NAB Connect site, please complete the NAB Connect Amendment Form, available on **NAB Connect Help**.

#### 1.3.4 Reactivate CCSS User Access

New and existing CCSS users who have **not** accessed CCSS for more than **90 days** will receive an error message when they try to access CCSS on NAB Connect and will need to have their access reactivated.

A request to reactivate a user's profile must be sent via email to the NAB Client Services Team at **corporatecardsupport@nab.com.au** by an Authorised Officer and **not** the user themselves and must include Full User Name,

NAB Connect User ID and Company ID.

We recommend all users access CCSS within **30 days**, then at least once every **90 days**, to maintain their access to CCSS on NAB Connect.

#### 1.3.5 Update or Remove CCSS User Access

The following requests must also be sent via email to the NAB Client Services Team at **corporatecardsupport@nab.com.au** by an Authorised Officer and **not** the user themselves.

- **Remove CCSS User Access:** the email request should include the Users Full Name, Company ID and NAB Connect User ID
- Change CCSS User Access from Full Access to View Only: the email request should include the Users Full Name, Company ID and NAB Connect User ID
- **Change CCSS User Access from View Only to Full Access:** the email request should include the Users Full Name, Company ID and NAB Connect User ID. The user whose access is changing must be an Authorised Officer for this request to be processed. If they are not an Authorised Officer, please refer to section **1.3.2** for instructions.

**Helpful hint:** Your NAB Connect Administrator can also suspend or delete a user in NAB Connect via **Admin > Users**. For more information, please review the NAB Connect Administrator Quick Reference Guide available on **NAB Connect Help**.

# 1.3.6 Minimum Requirements

All request types that cannot be self-served via CCSS need to be submitted to **<u>corporatecardsupport@nab.com.au</u>**. Refer to below table to ensure the submission requirements are met prior to making the request.

Functions Not Available in CCSS	What we will need	Who can submit the request	
Add an Authorised Officer	Completed form < <u>NAB Corporate Card New</u> Authorised Officer>		
Remove/ Delete an Authorised Officer	Company ID and Authorised Officer Name		
Reactivate CCSS User Access	• User Full Name - Must be an Authorised Officer		
Add/ Remove CCSS Users	for full access		
Add Facility to CCSS Users	NAB Connect User ID     Company ID or Billing Account Number	Authorised Officer/ NAB Banker	
Change access level to view or full access	<ul> <li>Company ID or Billing Account Number</li> <li>NAB Connect Administrator Approval (For Account Reporting and Statement Only)</li> </ul>		
Balance enquiry			
Billing statements	Company ID or Billing Account Number		
Overseas travel notification	Card Holder Name		
Transaction enquiries including fraud	Last 4 digits of the card		
and disputes	Company ID or Billing Account Number		

# 2 Commercial Card Self Service Functions

# 2.1 Log into NAB Connect

CCSS is accessed via NAB Connect.

To log into NAB Connect:

- 1. Open your web browser and enter **www.nab.com.au**.
- 2. The NAB website is displayed. Select **NAB Connect** in the drop-down menu, then click **Login**.



- 3. The NAB Connect login page is displayed. Enter the following details, then click Login:
  - User ID enter your NAB Connect User ID
  - Password enter your 4-digit PIN code into your security token to retrieve your login password

*nab money money	NAB CONNECT	
	LOG INTO NAB CONNECT	
_	User ID	WE'VE SENT YOU A LETTER NAB Connect Email Notifications
	Password	In November your business will receive a consent form by mail requesting your preference on how you'd like NAB Connect to communicate with you.
	Enter your NAB Connect password, or the one-time password from your mobile or physical token Need help with your User ID or Password?	Please ensure that you or an authorised business representative signs and emails the form to nabconnect.update@nab.com.au by March 2020.
	Remember my User ID	Read More 의
	Get NAB Connect for your business Find out how to get started with NAB Connect	

# 2.2 Access CCSS

To access CCSS:

- 1. Log into NAB Connect following the instructions in section **1.2**.
- Hover over Products, then select Commercial Cards in the drop-down menu. *IMPORTANT*: An error message will be displayed if a NAB Connect user does not have access to CCSS, or an existing CCSS user has not accessed CCSS for more than 90 days. To request or reactivate CCSS user access, please follow the instructions in section <u>1.3</u>.

NAB CONNECT	My settings   Help   Contact us   NAB CONNECT T V Log out
☆ Services ✓ Products ∧	Items awaiting action $$
Select a servic	u above.

3. If you have access to multiple companies in CCSS, select the **radio button** beside the company you wish to access, then click **Select**. If you only have access to one company in CCSS, this page will not display and you can proceed to step 4.

nab more NAB	CONNECT	My settings   Help   Contact us   NAB CONNECT T V Log ou
Ĵ Services ∽ F	Products ∨	Items awaiting action
Commercial Car	ds Self Service	
11		
Basic Services		
> Company Search	You have access to multip Please Select the compan	e companies. you wish to access from the list below.
Email Help	Select Company Numb	r Company Name
	X000000X	TEST PTY LTD
	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	TESTING PTY LTD

#### 4. The **Company Details** page is displayed.

**Note:** Users with **View Only Access** to CCSS will **not** see the option to add a new cardholder on this screen. They will only be able to perform company, cardholder and transaction searches and generate audit activity reporting in CCSS.

nab     more more more     NAB CON       Services ~     Prode	ucts ~	Items await	Ĩ.
Commercial Cards S	elf Service		
Basic Services	Company Details		-
<ul> <li>Company Search</li> <li>Cardholder Search</li> <li>Email Help</li> </ul>	Company name: Company number:	TESTING PTY LTD XXXXXXXX / XXXXXXXXX	
Actions	Sublevel Details		
<u>Audit activity</u>	Company emboss name Address	TESTING LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	
	Postcode Country International address	3008	
	Emboss name on card	Y	
	Number of cards	XXXX	
	Default product code	VCP SCP	
	Last statement date Bank Number	DD/MM/YYYY XXXXXX	
	Billing account number	XXXX-XXXX-XXXX-XXXX	
	mining account number	0000-0000-0000-0000	

# 2.2.1 Add a New Cardholder

To add a new cardholder:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
  - 2. On the **Company Details** page, click **Add new Cardholder**.

Basic Services	Company Details	
> Company Search	Company name:	TESTING PTY LTD
Cardholder Search     Email Help	Company number:	X0000000X / X0000000X
Actions	Sublevel Details	
	Company emboss name	TESTING
2 Audit activity	Address	LEVEL 10
		700 BOURKE ST
		DOCKLANDS VIC 3008
	Postcode	3008
	Country	
	International address	
	Emboss name on card	Y
	Number of cards	XXXX
	Default product code	VCP SCP
	Last statement date	DD/MM/YYYY
	Bank Number	XXXXXX
	Billing account number	XXXX-XXXX-XXXX
	Fee account number	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

3. The **Confirm Cardholder Authorised** page is displayed, detailing important information about the cardholder verification process which must be completed before an employee is issued with a card. Click **Authorise and Confirm** to confirm that verification is complete.

Note:	If the	cardholder	cannot be	verified.	click Cancel	Reauest to	cancel the	procedure.
		001101101010101	00					

Basic Services	Confirm Cardholder Authorised				
Company Search Cardholder Search Email Help	Company name: Company number:	DDD OVSILXIZ GYVBPABEK 00010126 / 10000000			
	IMPORTANT INFORMAT	TION ACTION REQUIRED			
Actions Audit activity	By selecting "Authorise and confirm" I declare that I am the Authorised Officer for the above customer. I acknowledge and confirm the following:				
	<ul> <li>The card being issued to the nominated Cardholder is being issued in accordance with the Letter of Offer and any applicable terms and conditions.</li> </ul>				
		The Cardholder is authorised to have a card.			
	5	The Cardholder has been provided with a copy of the NAB Purchasing and Corporate Card Conditions of Use (which are available at http://www.nab.com.au/corpcardterms).			
		The Cardholder's full legal name, date of birth and residential address has been recorded by the customer, will be held by the customer as a record and can be provided to NAB upon request.			

The Add new cardholder page is displayed. Enter the new cardholder details (refer Table 1 for mandatory fields and descriptions), then click Add new cardholder.
 IMPORTANT: The entire cardholder name, including spaces, must not exceed 30 characters.

Company name: Company number:	TESTING PTY LTD XXXXXXXXX / XXXXXXXX		
enotes Mandatory lew cardholder d			
Title		Credit limit	
First name		Credit mint	
		· Plastic suffix	
Middle name			
<ul> <li>Last name</li> </ul>		<ul> <li>Card type</li> </ul>	VCP/SCP ~
Date of Birth			
<ul> <li>Sub-level number</li> </ul>	1000000	PIN required?	
Account	471527	Restrict Cash Advances	⊖Yes  No
<ul> <li>Address line 1</li> </ul>	ANOQN FFYUR	]	
Address line 2	RBOFBFW MKG 99	]	
Address line 3	BYOR YDKFPBSKB FDK 9999		
Address line 4		Ĩ	
Postal code	3207	2	
Country			
International Address?	⊖Yes <sup>●</sup> No		
Employee ID			
Mobile Number			
	<ul> <li>Australian mobile, 10 digits starting w</li> <li>International mobile, starting with cou without first zero, e.g. 447999999999 (i)</li> </ul>	ntry code and mobile nu	nber
Email Address			

#### ield (\* denotes

Table 1 - Mandatory Fields and Descriptions for New Cardholder Records

Field (* denotes mandatory field)	Description
Title	Select 'Mr', 'Mrs', 'Miss', 'Ms', 'Dr' or 'Prof' in the drop-down menu
First name*	Enter the cardholder's first name
Middle name	Enter the cardholder's middle initial
Last name*	Enter the cardholder's last name
Date of Birth*	Enter the cardholder's date of birth
Credit limit*	Set the total credit limit for the cardholder
Plastic suffix*	The plastic (card) suffix is a two-character code that will vary depending on your card program. It determines the card plastic that the cardholder details are embossed on, therefore, it is imperative that the correct code is entered.
	Enter:
	EA if your organisation uses Corporate Cards.
	EB if your organisation uses Purchasing Cards.
	Your unique plastic suffix code if you have a customised card design or logo overprint on the card. Refer to the New Cardholder Request Form Template which was provided to your organisation by your NAB Implementation Manager for the suffix code.
Card type*	The card type is automatically populated for the company you selected on login
PIN required*	Select 'Yes' (default) or 'No'
	Note: A new card will always require a new PIN.

Restrict Cash Advances	Select 'Yes' or 'No' (default)			
	<b>Note:</b> If a cash block is placed at the facility level, and 'No' is selected for Restrict Cash Advances, the cardholder will still be prevented from obtaining cash advances. To remove a facility level block, please contact the NAB Client Services Team.			
Sub-level number*	The sub-level number is automatically generated			
Address lines 1*-4,	Review the cardholder's address details and update if required			
incl. postal code	<b>Note:</b> Address details are automatically populated with the address on the Company Record and should only be updated when the individual 'individual cardholder delivery address differs'. This is an optional function which can be enabled for your organisation by contacting the NAB Client Services Team.			
Country	Enter the cardholder's country of residence			
International address	Select 'Yes' or 'No' (default)			
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)			
Mobile Number	Enter the cardholder's mobile number			
	Reminder:			
	Australian mobile, 10 digits starting with 04 and no spaces.			
	• International mobile, starting with country code and mobile number without first zero, e.g. 447999999999 (UK number).			
Email Address	Enter the cardholder's email address			

5. The **Action completed successfully** message is displayed, confirming that your request has been actioned and to allow up to seven working days for the card to arrive. The message also displays the new card number. Click **OK** to return to the **Company Details** page.

-		
	Thank you. Your request has been actioned.	OK
	Please allow up to 7 working days for the card to arrive.	UK
	New card number: 47155011	

# 2.2.1.1 Add a New Cardholder - FlexiPurchase Dynamic Limit Management (DLM) Clients Only

FlexiPurchase DLM clients must complete the following steps to add a new cardholder:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. On the **Company Details** page, click **Add new Cardholder**.

Basic Services	Company Details	
> Company Search	Company name:	TESTING PTY LTD
Cardholder Search     Email Help	Company number:	X000000X / X000000X
8-H	Sublevel Details	
Actions	Company emboss name	TESTING
2 Audit activity	Address	LEVEL 10
		700 BOURKE ST
		DOCKLANDS VIC 3008
	Postcode	3008
	Country	
	International address	
	Emboss name on card	Y
	Number of cards	XXXX
	Default product code	VCP SCP
	Last statement date	DD/MM/YYYY
	Bank Number	XXXXXX
	Billing account number	XXXX-XXXX-XXXXX-XXXXX
	Fee account number	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	(Email help )	Select a sub-level Add new Cardholder Search for Cardholder

3. The **Confirm Cardholder Authorised** page is displayed, detailing important information about the cardholder verification process which must be completed before an employee is issued with a card. Click **Authorise and Confirm** to confirm that verification is complete.

*Note:* If the cardholder cannot be verified, click *Cancel Request* to cancel the procedure.

for the above			
<ul> <li>The card being issued to the nominated Cardholder is being issued in accordance with the Letter of Offer and any applicable terms and conditions.</li> </ul>			
g and Corporate u/corpcardterms)			
s has been id can be provided			
1			

4. The **Add new cardholder** page is displayed. Enter the new cardholder details (refer Table 2 for mandatory fields and descriptions), then click **Add new Cardholder**.

**IMPORTANT:** The entire cardholder name, including spaces, must not exceed 30 characters.

ompany name:	TESTING PTY LTD		
Company number:	XXXXXXXX / XXXXXXXX		
enotes Mandatory	/ Field.		
New cardholder d	etails		
Title	· · ·	Credit limit	
First name		Account Funding Option	, <u> </u>
Middle name		· Plastic suffix	
Last name		· Card type	VCP/SCP ~
Date of Birth			
<ul> <li>Sub-level number</li> </ul>	1000000	PIN required?	●Yes ○No
Account	471527	Restrict Cash	OYes  ●No
• Address line 1		Advances	O les Oldo
	500 BOURKE STREET		
Address line 2	MELBOURNE		
Address line 3	VIC 3000		
Address line 4			
Postal code	3000		
Country			
International Address?	OYes  No		
Employee ID			
Mobile Number			
	<ul> <li>Australian mobile, 10 digits startin</li> <li>International mobile, starting with</li> </ul>	and the second	har
	without first zero, e.g. 44799999999		ver
Email Address			

# Table 2 - Mandatory Fields and Descriptions for New Cardholder Records - FlexiPurchase DLM Clients Only

Field (* denotes mandatory field)	Description				
Title	Select 'Mr', 'Mrs', 'Miss', 'Ms', 'Dr' or 'Prof' in the drop-down menu				
First name*	Enter the cardholder's first name				
Middle name	Enter the cardholder's middle initial				
Last name*	Enter the cardholder's last name				
Date of Birth*	Enter the cardholder's date of birth				
Credit limit*	Set the total credit limit for the cardholder				
	Can be set to any value if 'NIL' selected as Account Funding Option.				
	• Can be set to any value if 'DLM CARD' selected as Account Funding Option. Set to \$0 if you want to restrict the cardholder to dynamic funding only. Set a limit (e.g. \$1,000) to enable the cardholder to spend up to that limit without dynamic funding being availed.				
	Must be set to \$0 if 'ZERO LMT CARD' selected as Account Funding Option.				
Account Funding	Select:				
Option*	NIL (default) to request a normal corporate card.				
	• <b>DLM CARD</b> to request a corporate card with DLM functionality via FlexiPurchase. If you select this option, you must <b>not</b> use CCSS to manage any credit or transaction limits once the card has been created.				
	• ZERO LMT CARD to request a corporate card with a permanent \$0.00 limit and DLM functionality via FlexiPurchase. If you select this option, please select 'Yes' for Restrict Cash Advances below.				
Plastic suffix*	The plastic (card) suffix is a two-character code that will vary depending on your card program. It determines the card plastic that the cardholder details are embossed on, therefore, it is imperative that the correct code is entered.				
	Enter:				
	EA if your organisation uses Corporate Cards.				
	EB if your organisation uses Purchasing Cards.				
	<ul> <li>Your unique plastic suffix code if you have a customised card design or logo overprint on the card. Refer to the New Cardholder Request Form Template which was provided to your organisation by your Implementation Manager for the suffix code.</li> </ul>				
Card type*	The card type is automatically populated for the company you selected on login				
PIN required*	Select 'Yes' (default) or 'No'				
	<i>Note:</i> A new card will always require a new PIN.				
Restrict Cash	Select 'Yes' or 'No' (default)				
Advances	<b>Note:</b> If a cash block is placed at the facility level, and 'No' is selected for Restrict Cash Advances, the cardholder will still be prevented from obtaining cash advances. To remove a facility level block, please contact the NAB Client Services Team.				
	<b>Reminder:</b> If 'ZERO LMT CARD' selected as Account Funding Option, select 'Yes' for Restrict Cash Advances.				
Sub-level number*	The sub-level number is automatically generated				
Address lines 1*-4,	Review the cardholder's address details and update if required				
incl. postal code	<b>Note:</b> Address details are automatically populated with the address on the Company Record and should only be updated when the 'individual cardholder delivery address differs'. This is an optional function which can be enabled for your organisation by contacting the NAB Client Services Team.				
Country	Enter the cardholder's country of residence				
International address	Select 'Yes' or 'No' (default)				
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)				
Mobile Number	Enter the cardholder's mobile number <i>Reminder:</i>				
	Australian mobile, 10 digits starting with 04 and no spaces.				
	• International mobile, starting with country code and mobile number without first zero, e.g. 4479999999999 (UK number).				
Email Address	Enter the cardholder's email address				

5. The **Action completed successfully** message is displayed, confirming that your request has been actioned and to allow up to seven working days for the card to arrive. The message also displays the new card number. Click **OK** to return to the **Company Details** page.



**IMPORTANT:** The new card details will appear in FlexiPurchase the next working day after the new cardholder request is actioned in CCSS. Remember to link the card to the appropriate user in FlexiPurchase.

 $Commercial\ Card\ Self\ Service\ -\ Corporate\ Card\ User\ Guide$ 

# 2.2.2 Search for a Cardholder

To search for a specific cardholder:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. On the **Company Details** page, click **Cardholder Search** in the **Basic Services** menu or **Search for Cardholder** at the bottom of the page.

Basic Services	Company Details	
> Company Search	Company name:	TESTING PTY LTD
2 Cardholder Search	Company number:	XXXXXXXX / XXXXXXXXX
Email Help		
	Sublevel Details	
Actions	Company emboss name	TESTING
> Audit activity	Address	LEVEL 10
		700 BOURKE ST
		DOCKLANDS VIC 3008
	Postcode	3008
	Country	
	International address	
	Emboss name on card	Y
	Number of cards	XXXX
	Default product code	VCP SCP
	Last statement date	DD/MM/YYYY
	Bank Number	XXXXXXX
	Billing account number	XXXX-XXXX-XXXX
	Fee account number	X0000000000000
	L	
	Email help	Select a sub-level Add new Cardholder Search for Cardholder

- 3. The Search for Cardholder page is displayed. Choose a search option below, then click Go.
  - Search by card number Enter the full 16-digit card number. Partial card numbers will not return any results.
  - Search by part of name Enter a maximum of six characters for Last name, two characters for First name and a single character for Middle initial.

*Note:* This method searches all cardholders linked to the selected Company Record.

Search for Cardholder					
Company name: Company number:	TESTING PTY LTD XXXXXXXX / XXXXXXXX				
Search by card number		or	Search by part of n	ame	
Card Number	(Go	or	Last name : First name : Middle initial :	Citize Jo	Go
Search results					Next
Select Card number	Cardholder name				Credit limit
Email help				Back V	/iew Cardholder details

4. The **Search results** display. Select the **radio button** beside the cardholder whose details you wish to view, then click **View Cardholder details**.

Search for Cardholder					
Company name:	TESTING PTY LTD				
Company number:	XXXXXXXX / XXXXXXXX				
Search by card number		Search by part of n	ame		
Card Number	Go Or	Last name :	CITIZE		
		First name :	JO		Go
		Middle initial :			
Search results					Next
Select Card number	Cardholder name			Credit limi	t
XXXX-XXXX-XXXX-XX	XXX JOHN CITIZEN			\$0.00	
Email help			Back V	iew Cardhold	er details

5. The **Cardholder Details** page is displayed for the cardholder selected on the previous screen. Click on the links in the **Actions** menu to perform administrative and maintenance activities on the card. **Reminder:** Users with **View Only Access** to CCSS will only be able to perform company, cardholder and transaction searches and generate audit activity reporting in CCSS.

# Cardholder Details page for users with Full Access to CCSS:

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	XXXXXXXXX / XXXXXXXX	
2 Email Help	Cardholder name:	JOHN CITIZEN	
Actions	Card number:	XXXXX-XXXX-XXXXX	
Change credit limit	Current Details		
Add/remove temporary block     Depend acre acressed	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
<u>Change cardholder details</u> Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	1050 Subjection (		8454
	(Email help)		Search for Cardholder

# Cardholder Details page for users with View Only Access to CCSS:

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	X00000000 / X0000000	
2 Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXXX-XXXXX-XXXXX	
Actions			
2 Transaction search	Current Details		
2 Audit activity	Current card status	ACTIVE	
	Emboss name	CITIZEN, JOHN/	
	Company emboss	TESTING	
	Available amount	\$0.00	
	Credit limit	\$.00	
	CR limit changed	DD/MM/YYYY	
	Temp credit limit	\$0.00	
	Temp CR limit exp		
	Address last changed	DD/MM/YYYY	
	Address	LEVEL 10	
		700 BOURKE ST	
		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	L		
	Email help		Search for Cardholder

# 2.2.2.1 Change a Credit Limit

**IMPORTANT:** Credit limit changes made within CCSS must be within the existing approved facility limit for your organisation.

#### 2.2.2.1.1 Change a Permanent Credit Limit

To change a cardholder's permanent credit limit:

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Change credit limit in the Actions menu.

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
2 Cardholder Search	Company number:	XXXXXXXXX / XXXXXXXXXX	
> Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX-XXXX	
Actions			
Change credit limit	Current Details		
2 Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
2 Request PIN/Restrict cash	Credit limit	\$.00	
2 Reset PIN	CR limit changed	DD/MM/YYYY	
<u>Change cardholder name</u>	Temp credit limit	\$0.00	
Change emboss name     Change cardholder details	Temp CR limit exp		
Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	-		
	Email help		Search for Cardholder

4. The **Change cardholder's credit limit** page is displayed. To change the cardholder's permanent credit limit, enter the new **Permanent Credit Limit**, then click **Update limit**.

*Note:* The *Total Credit Limit* will not update until after the new credit limit has been applied.

Change cardholder's cre	dit limit			
Company name:	TESTI	NG PTY LTD		
Company number:	XXXXX	XXX / XXXXXXX		
Cardholder name:	JOHN	CITIZEN		
Card number:	XXXX-	XXX-XXXX-XXXX		
Denotes Mandatory Field.				
Credit Limit				
* Permanent Credit Limit	1	Temporary increase amount		Total Credit Limit
100	+		=	0
		Temporary increase expiry date		
		Cardholder's limit will be in immediately upon actionin		
			cally expire	on the specified date (or the next
Email help				Back Update limit

5. The **Action completed successfully** message is displayed, confirming that the cardholder's credit limit has been amended and advising the new total cardholder limit. Click **OK** to return to the **Company Details** page.



# 2.2.2.1.2 Change a Temporary Credit Limit

To change a cardholder's temporary credit limit:

- 1. Access CCSS by following the instructions in sections <u>2.1</u> and <u>2.2</u>.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the **Cardholder Details** page, click **Change credit limit** in the **Actions** menu.

Basic Services	Cardholder Details		
<u>Company Search</u> <u>Cardholder Search</u> <u>Email Help</u>	Company name: Company number: Cardholder name:	TESTING PTY LTD XXXXXXXX / XXXXXXXXX JOHN CITIZEN	
Actions	Card number:	XXXX-XXXX-XXXX-XXXX	
2 Change credit limit	Current Details		
Add/remove temporary block     Report card permanently     lost/stolen     Order new plastic     Permanently close card     Request PIN/Restrict cash     Reset PIN     Change cardholder name     Change cardholder details     Change cardholder address     Change cardholder address     Change cardholder address     Change transaction limits     Transaction search	Current card status Emboss name Company emboss Available amount Credit limit CR limit changed Temp credit limit Temp CR limit exp Address last changed Address	ACTIVE CITIZEN,JOHN/ TESTING \$0.00 \$.00 DD/MM/YYYY \$0.00 DD/MM/YYYY LEVEL 10 700 BOURKE ST	
2 Audit activity	Postcode Country	DOCKLANDS VIC 3008 3008	Search for Cardholder

- 4. The Change cardholder's credit limit page is displayed.
  - To add a new temporary limit Enter the **Temporary increase amount** and **Temporary increase expiry date**, then click **Update limit**.
  - To update an existing temporary limit expiry date Update the **Temporary increase expiry date**, then click **Update limit**.
  - To remove an existing temporary limit Set the Temporary increase amount to '0', then click Update limit.

**Note:** The **Total Credit Limit** will not update until after the new credit limit has been applied. The temporary credit limit will increase immediately and will automatically expire on the specified date (or the next business day if the date falls on a weekend).



5. The **Action completed successfully** message is displayed, confirming that the cardholder's credit limit has been amended and advising the new total cardholder limit. Click **OK** to return to the **Company Details** page.



# 2.2.2.1.3 Change a Credit Limit - FlexiPurchase Dynamic Limit Management (DLM) Clients Only

**IMPORTANT:** FlexiPurchase DLM clients **must** request **all** temporary credit limit increases in FlexiPurchase, **not** in CCSS. Attempts to change a temporary credit limit on a dynamically funded card in CCSS will result in a **DLM CARD – DO NOT CHANGE TEMP LIMIT** or **ZERO LMT CARD – DO NOT CHANGE LIMITS** warning message on the **Change cardholder's credit limit** page.

Change cardholder's cr	redit limit		
Company name:	TESTING PTY LTE	D	
Company number:	XXXXXXXXX / XXXX	XXXXX	
Cardholder name:	MR JOHN CITIZE	EN	
Card number:	XXXX-XXXX-XXXX	(-XXXX	
DLM CARD - DO NOT CH, * Denotes Mandatory Field			
Credit Limit			
* Permanent Cr	edit Limit	Temporary increase Total Credit Limit	
0	+	= 0	
Account Fund	ing Option	Temporary increase expiry date	
DLM CARD - DO NOT CH	ANGE TEMP LIMIT		
		Cardholder's limit will be <u>increased</u> by this temporary immediately upon actioning this request. The increase will automatically expire on the specifier (or the next business day if it is a weekend).	
Email help		Back	Update limit

#### **Helpful hints:**

- Requests for credit limit increases outside of normal business hours can only be actioned if the Approver is available to approve the request in FlexiPurchase.
- FlexiPurchase queries must be directed to flexipurchasesupport@visa.com.
- If you would like to learn more about Dynamic Limit Management (DLM), with pre-spend approval workflow via FlexiPurchase, please contact your NAB Banker.

#### 2.2.2.2 Add or Remove a Temporary Block on a Card

The temporary block function can be used to freeze a card account and prevent any spending on the card for a predetermined timeframe. It is commonly used in a situation where a cardholder has accidently misplaced their card, but is confident that the card has not been permanently lost or stolen. A replacement card is not issued when a temporary block is enabled. A Authorised Officer can reverse the temporary block when required (i.e. if a cardholder recovers a temporarily misplaced card). The temporary block will automatically expire after 42 days and the card will be reinstated to 'Active' status, meaning that the cardholder can resume spending on the card.

This option should **not** be utilised if the card is suspected permanently lost or stolen. To close or cancel a card permanently, please follow the instructions in section **2.2.2.5**.

# 2.2.2.2.1 Add a Temporary Block on a Card

To **add** a temporary block on a card:

- 1. Access CCSS by following the instructions in sections 2.1 and 2.2.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the **Cardholder Details** page, click **Add/remove temporary block** in the **Actions** menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	X0000000X / X0000X00X	
Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXXX-XXXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
Conter new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
2 Change emboss name	Temp CR limit exp		
<ul> <li>Change cardholder details</li> <li>Change cardholder address</li> </ul>	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
> Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The Add/Remove Temporary Block page is displayed. The Current card status will be 'Active' and the Date lost field will default to today's date. To add a temporary block, click Add temporary block. Note: It is not possible to select a past or future date in the Date lost field.

		_
Add / Remove Tempora	y Block	
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX	
* Denotes Mandatory Field.		
Card status		
Current card status	Active	
Lost stolen/replacemen	details	
* Date lost	XX/XX/XXXX	
may have been misplaced. This block 'freezes' the acc A replacement card will not If the card has not been blo	ace a temporary block on the card, allowing the cardholder time to search for a card that ount by preventing any spending on the card until the block is removed. be issued. You are also able to remove a temporary block on this screen. cked permanently after 42 days, it will be assumed that the cardholder has found the car omatically removed and the card will be able to spend.	
If you are reporting a card	lost and you would like to order a replacement card, the current card will need to	
be cancelled and a new c		
Click Report Card Permane		_
Email help	Back Remove temporary block Add temporary bloc	k

5. The **Action completed successfully** message is displayed, confirming that the card is now temporarily blocked. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully		
	The card is now temporarily blocked.	OK

**Note:** If you try to block a card with an existing temporary block, or a previously cancelled card, the **Action cannot be completed** message is displayed, advising that the card status prevents a temporary block from being added. For assistance, please click **Email Help** in the **Basic Services** menu or email **corporatecardsupport@nab.com.au**.

OK

#### Action can not be completed

Status prevents Temporary Block from being added. Please contact bank.

#### 2.2.2.2.2 Remove a Temporary Block on a Card

To **remove** a temporary block on a card:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section 2.2.2.
- 3. On the Cardholder Details page, click Add/remove temporary block in the Actions menu.

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	XXXXXXXXX / XXXXXXXX	
> Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX-XXXXX	
Actions			
> Change credit limit	Current Details		
Add/remove temporary block	Current card status	TEMPORARY BLOCK	
Report card permanently	Emboss name	CITIZEN, JOHN/	
lost/stolen > Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
> Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
<ul> <li>Change cardholder details</li> <li>Change cardholder address</li> </ul>	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The **Add/Remove Temporary Block** page is displayed. The **Current card status** will be 'Temporary block' and the **Date lost** field will be populated with the date the temporary block was originally applied. To remove the temporary block, click **Remove temporary block**.

*Note:* It is not possible to select a past or future date in the *Date lost* field.

Add / Remove Tempora	ry Block
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
* Denotes Mandatory Field.	
Card status	
Current card status	Temporary block
Lost stolen/replacemen	t details
* Date lost	XX/XX/XXXX
may have been misplaced.	lace a temporary block on the card, allowing the cardholder time to search for a card that ount by preventing any spending on the card until the block is removed.
	be issued. You are also able to remove a temporary block on this screen.
	ocked permanently after 42 days, it will be assumed that the cardholder has found the card.
	omatically removed and the card will be able to spend.
If you are reporting a card	d lost and you would like to order a replacement card, the current card will need to
be cancelled and a new c	ard ordered.
Click Report Card Permane	ently Lost/Stolen Screen.
Email help	Back Remove temporary block Add temporary block

5. The **Action completed successFully** message is displayed, confirming that the temporary block has been removed. Click **OK** to return to the **Cardholder Details** page.

OK

Action completed successfully



Temporary block removed.

#### 2.2.2.3 Report a Card Permanently Lost or Stolen

To report a card permanently lost or stolen:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Report card permanently lost/stolen in the Actions menu.

Basic Services	Cardholder Details	In the contrast with the excitence of the later and the excitence of	
> Company Search	Company name:	TESTING PTY LTD	
> Cardholder Search	Company number:	XXXXXXXX / XXXXXXXX	
2 Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXXX-XXXXX-XXXXX	
Actions			
> Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently     lost/stolen	Emboss name	CITIZEN, JOHN/	
Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
2 Request PIN/Restrict cash	Credit limit	\$.00	
2 Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
2 Change emboss name	Temp CR limit exp		
Change cardholder details Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
> Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		

4. The Report card permanently lost or stolen page is displayed. Enter the date the card was lost/stolen, select 'Yes' for Issue replacement card, then click Report card lost/stolen.

**IMPORTANT:** This action will permanently block (i.e. cancel) the card. If the card is temporarily misplaced and **not** permanently lost, you can apply a temporarily block by clicking Add/remove temporary block in the Actions menu and following the instructions in section **2.2.2.2**. If a replacement card is issued and the original card had a PIN, then a new PIN mailer will also be automatically issued.

Report card permanently I	ost or stolen
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX
* Denotes Mandatory Field.	
Card status	
Current card status	Active
Lost stolen/replacement d	etails
* Date lost/Stolen	XX/XX/XXXX
Issue replacement card?	●Yes <sup>®</sup> No
	nisplaced and NOT permanently lost, you may place a temporary block on the card.
Email help	Back Report card lost / stolen

5. The Permanently Lost Stolen Block Request page is displayed. Click Permanently block card to deactivate the card.

Permanent Lost Stolen	Block Request
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
Please confi The card will	ost/Stolen Block Request rm that you wish to permanently report this card lost/stolen. become inactive. that you will NOT be able to reactivate this card.
Email help	Back Permanently block card

6. The **Action completed successfully** message is displayed, confirming that the card has been permanently blocked. Click **OK** to return to the **Cardholder Details** page.

# 2.2.2.3.1 Report a Card Permanently Lost or Stolen – DLM and Zero LMT Cards

There are some additional steps that must be completed when reporting a DLM or Zero LMT card permanently lost or stolen:

- 1. In CCSS, report the card as permanently lost or stolen and issue a new card by following the instructions in section **2.2.2.3**.
- 2. In CCSS, update the new card to have a temporary limit of \$1.00 by following the instructions in section **2.2.2.1**.
- 3. In FlexiPurchase, map the new card to the cardholder's account.
- 4. Advise the cardholder to resubmit any old requests.

**IMPORTANT:** If the card is reissued by the NAB Fraud Team, you might not be aware of the new card until it appears as unmapped in FlexiPurchase. In this case, you should still ensure steps 2-4 above are completed before the cardholder receives their new card.

#### 2.2.2.4 Order a New Plastic Card

To order a new plastic card:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section 2.2.2.
- 3. On the Cardholder Details page, click Order new plastic in the Actions menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	XXXXXXXXX / XXXXXXXXX	
2 Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXXX-XXXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
Corder new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
> Request PIN/Restrict cash	Credit limit	\$.00	
> Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
<ul> <li>Change cardholder details</li> <li>Change cardholder address</li> </ul>	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
> Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholde

- 4. The Order new plastic page is displayed. Complete the following steps, then click Order card.
  - a. Check that the cardholder's **Current emboss name** is correct. If not, refer to section **2.2.2.9** for instructions on how to change the cardholder's embossed name, then return to this page to complete the following steps.
  - b. Check that the Company emboss name is correct. If not, please email the NAB Client Services Team at corporatecardsupport@nab.com.au to change the company embossed name, then return to this page to complete the following steps.
  - c. Select if the cardholder requires a new PIN.

Order new plastic		
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	
Current card status	Active	
Current emboss name	CITIZEN, JOHN/	
Company emboss name	TESTING	
If this Cardholder already h replacement PIN then set F		hey would like a PIN issued with a new card or require a
Pin Required ?	©Yes <sup></sup> ●No	
		ge it via the "Change Emboss Name" Screen. DRPORATECARDSUPPORT@NAB.COM.AU
Email help		Card details screen Order card

5. The **Action completed successfully** message is displayed, confirming that a new card has been ordered. Click **OK** to return to the **Cardholder Details** page.

# 2.2.2.5 Permanently Close a Card

**IMPORTANT:** Once a card is permanently closed via the procedure below it cannot be re-activated. Closure will take effect **immediately**.

To permanently close a card:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Permanently close card in the Actions menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	X0000000X / X0000000X	
Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX-XXXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently	Emboss name	CITIZEN, JOHN/	
Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
<ul> <li>Change cardholder details</li> <li>Change cardholder address</li> </ul>	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholde

4. The **Confirm Account Closure** page is displayed. Check that the correct **Cardholder name** and **Card number** are displayed for the card you wish to close, then click **Permanently close card**.

Reminder: Once a card is permanently closed it cannot be re-activated. Closure will take effect immediately.

Confirm Account Closu	re	
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	
	m that you wish to cancel this sed the card can NOT be read	card permanently. tivated and will be closed immediately.
Current card status	Active	
Email help		(Back) (Permanently close card)

5. The **Action completed successfully** message is displayed, confirming that the card is now closed and requesting that you advise the cardholder to cancel all direct debits and periodical payments they have set up on the card. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully				
	Your request has been actioned and the card is now closed. Please advise the cardholder to cancel all direct debits and periodical payments they have set up on the card.	OK		

# 2.2.2.6 Request a PIN and/or Restrict Cash

The Request PIN/Restrict Cash function can be used to request a new PIN for a cardholder and/or change their cash advance restrictions. Both functions work independently, meaning that it is possible to issue a new PIN without changing cash advance restrictions and vice versa.

To request a PIN and/or change a cardholder's cash advance restrictions:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Request PIN/Restrict cash in the Actions menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	X0000000X / X0000000X	
Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXX-XXXXX-XXXXX	
Actions	100000 CBC 00000		
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
2 Change emboss name	Temp CR limit exp		
<ul> <li>Change cardholder details</li> <li>Change cardholder address</li> </ul>	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

- 4. The Request PIN/Restrict Cash page is displayed. Complete the following steps, then click Update Details.
  - a. Confirm/select if you want to restrict cash. If 'Yes' is selected, the cardholder will not be able to obtain cash advances from any ATM or at a NAB Branch. If 'No' is selected, the cardholder will be able to obtain cash advances.
     Note: If there is an existing cash advance restriction in place, the default selection for **Restrict cash** will be 'Yes'. If there is no current cash advance restriction in place, neither radio button will be selected.
  - b. Confirm/select if you want to request a new PIN (default is 'Yes').
     Note: The new PIN will be sent to the address listed in the Address details for where the PIN will be sent section of this page. If this address is incorrect, you can update the cardholder's address details by following the instructions in section 2.2.2.11 (optional function, may not be enabled for your organisation). If you would prefer the PIN to be sent to a NAB Branch, please email the NAB Client Services Team at corporatecardsupport@nab.com.au and request to update the PIN delivery option on your company account.

Request PIN/Restrict Cas	sh
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX
Address details for wher	e the PIN will be sent
Address Line 1:	LEVEL 10
Address Line 2:	700 BOURKE ST
Address Line 3:	DOCKLANDS VIC 3008
Address Line 4:	
Postal Code:	3008
Country:	
International address?	No
Restrict cash:	©Yes ◎No
Request New PIN:	
Cardholder Address" scre If the PIN is to be sent to a the PIN delivery option on	a branch please email CORPORATECARDSUPPORT@NAB.COM.AU to update your account.
Email help	Back Update Details

5. The Action completed successfully message is displayed. Click OK to return to the Cardholder Details page.

# 2.2.2.7 Reset a PIN

**IMPORTANT:** It is not possible to reset a cardholder's PIN if it has a temporary block in place.

There are two options for updating a cardholder's PIN in CCSS, depending on whether a cardholder has access to a **NAB** ATM:

- If the cardholder has access to a NAB ATM, it is possible for a Authorised Officer to generate a temporary PIN. The cardholder must then visit a NAB ATM to create a new, secure PIN. Note: A temporary PIN on a NAB card cannot be updated at a non-NAB ATM.
- 2. If the cardholder does **not** have access to a NAB ATM, the Authorised Officer can arrange for a new PIN to be mailed to the cardholder.

# 2.2.2.7.1 Reset a PIN for a Cardholder with Access to a NAB ATM

To reset a PIN for a cardholder who has access to a NAB ATM:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section 2.2.2.
- 3. On the Cardholder Details page, click Reset PIN in the Actions menu.

Basic Services	Cardholder Details		
Company Search     Cardholder Search     Email Help     Actions	Company name: Company number: Cardholder name: Card number:	TESTING PTY LTD XXXXXXXXX / XXXXXXXXX JOHN CITIZEN XXXXX-XXXX-XXXX	
Change credit limit	Current Details		
Add/remove temporary block     Add/remove temporary block     Report card permanently     lost/stolen     Order new plastic     Permanently close card     Request PIN/Restrict cash     Reset PIN     Change cardholder name     Change cardholder name     Change cardholder details     Change cardholder address     Change transaction limits     Transaction search     Audit activity	Current card status Emboss name Company emboss Available amount Credit limit CR limit changed Temp credit limit Temp CR limit exp Address last changed Address	ACTIVE CITIZEN,JOHN/ TESTING \$0.00 \$.00 DD/MM/YYYY \$0.00 DD/MM/YYYY LEVEL 10 700 BOURKE ST DOCKLANDS VIC 3008	
	Postcode	3008	
	Country Email help		Search for Cardholder

4. The **Request PIN Reset** page is displayed. Select 'Yes' to confirm that the cardholder has access to a NAB ATM, select 'Yes' to confirm the PIN reset request, then click **Submit**.

Request PIN Reset			
Company name:	TESTING PTY LTD		
Company number:	XXXXXXXX / XXXXXXXX		
Cardholder name:	JOHN CITIZEN		
Card number:	XXXX-XXXX-XXXX-XXXX		
PIN Reset Please confirm that ca proceeding	rdholder has access to a NAB ATM before		
Confirm PIN Reset Rec	quest		
Email help		C	Back Submit

5. The **Action completed successfully** message is displayed, featuring the temporary PIN. Please share the temporary PIN with the cardholder and ask them to create a new, secure PIN at a NAB ATM using the **Select New PIN** option. Click **OK** to return to the **Cardholder Details** page.

Action cor	mpleted successfully	
9	PIN has been reset to 9999 This is a Temporary PIN and the cardholder will need to change and select a new PIN at any NAB ATM by choosing the 'Select New PIN' Option. Cardholder will not be able to do any PIN transactions until the temporary PIN is changed at a NAB ATM.	OK

# 2.2.2.7.2 Request a New PIN via a PIN Mailer

To request a new PIN for a cardholder who does **not** have access to a NAB ATM (i.e. requires a PIN to be sent in the mail):

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Reset PIN in the Actions menu.

Basic Services	Cardholder Details		
Company Search     Cardholder Search     Email Help	Company name: Company number: Cardholder name:	TESTING PTY LTD XXXXXXXXXX JOHN CITIZEN	
Actions	Card number:	XXXX-XXXX-XXXX-XXXX	
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
2 Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
<ul> <li>Change emboss name</li> <li>Change cardholder details</li> </ul>	Temp CR limit exp		
> Change cardholder address	Address last changed	DD/MM/YYYY	
> Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The **Request PIN Reset** page is displayed. Select 'No' to confirm that the cardholder does **not** have access to a NAB ATM, then click **Request New PIN**.

Request PIN Reset			
Company name:	TESTING PTY LTD		
Company number:	XXXXXXXXX / XXXXXXXXX		
Cardholder name:	JOHN CITIZEN		
Card number:	XXXX-XXXX-XXXX-XXXX		
proceeding	rdholder has access to a NAB ATM before a NAB ATM is not possible, please request a new	©Yes <sup></sup> ●No	
Email help		Back R	equest New PIN

- 5. The Request PIN/Restrict Cash page is displayed. Complete the following steps, then click Update Details.
  - a. Confirm/select if you want to restrict cash. If 'Yes' is selected, the cardholder will not be able to obtain cash advances from an ATM or at a NAB Branch. If 'No' is selected, the cardholder will be able to obtain cash advances.
     Note: If there is an existing cash advance restriction in place, the default selection for **Restrict cash** will be 'Yes'. If there is no current cash advance restriction in place, neither radio button will be selected.
  - b. Select 'Yes' for **Request New PIN**.

**Note:** The new PIN will be sent to the address listed in the **Address details for where the PIN will be sent** section of this page. If this address is incorrect, you can update the cardholder's address details by following the instructions in section **2.2.2.11** (optional function, may not be enabled for your organisation). If you would prefer the PIN to be sent to a NAB Branch, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au** and request to update the PIN delivery option on your company account.

Request PIN/Restrict Cas	sh
Company name:	TESTING PTY LTD
Company number:	XXXXXXXXX / XXXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
Address details for when	e the PIN will be sent
Address Line 1:	LEVEL 10
Address Line 2:	700 BOURKE ST
Address Line 3:	DOCKLANDS VIC 3008
Address Line 4:	
Postal Code:	3008
Country:	
International address?	No
Restrict cash:	©Yes <sup>©</sup> No
Request New PIN:	●Yes <sup>©</sup> No
Cardholder Address" scre	ddress detailed above. If the address is incorrect, please change via the "Change en. a branch please email CORPORATECARDSUPPORT@NAB.COM.AU to update

6. The Action completed successfully message is displayed. Click OK to return to the Cardholder Details page.

# 2.2.2.8 Change a Cardholder Name

**IMPORTANT:** Before a cardholder name can be changed, the Anti-Money Laundering and Counter-Terrorism Financing Act requires that the change of name must be verified. You should **not** change a cardholder name unless the cardholder has shown you an appropriate, original source document verifying that their name has been legally changed (e.g. a certificate issued by the Registry of Births, Deaths and Marriages, a deed poll certification or a marriage certificate). You must keep a copy of the source document and provide it to NAB or AUSTRAC if requested.

To change the name of a cardholder:

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Change cardholder name in the Actions menu.

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
> Cardholder Search	Company number:	X0000000X / X0000000X	
> Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
<ul> <li>Change emboss name</li> <li>Change cardholder details</li> </ul>	Temp CR limit exp		
Change cardholder address	Address last changed	DD/MM/YYYY	
> Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The Name/Address Details Confirmed page is displayed. Review the IMPORTANT INFORMATION ACTION REQUIRED message and confirm that you have sighted the required documents by clicking Documents Sighted. Note: If you click No Documents Sighted, you will receive a notification advising you to email corporatecardsupport@nab. com.au for assistance.

Basic Services	Name/Address Details	Confirmed		
Company Search     Cardholder Search     Email Help	Company name: Company number: Cardholder name: Card number:	DDD OVSI 00010126 MR JQ CT 4715		
Actions	Sector Sector Sector	AC 2163302	0.0282/02/08	
Change credit limit     Add/remove temporary block     Report card permanently lost/stolen     Order new plastic     Permanently close card     Request PIN/Restrict cash     Reset PIN     Change cardholder name     Change cardholder details	above custo • The C • The C reside	'Cardholder Au mer and acknow Cardholder's nar Cardholder's pre ential address h	thorised', you declare wledge and confirm th me change is verified wious full legal name,	and authonsed. new full legal name, date of birth and the customer, will be held by the customer
Change cardholder address Change cardholder address Change transaction limits Change account funding option Transaction search Audit activity	Email help			Cardholder Authorised Cancel Reque

5. The Change cardholder's name details page is displayed. Enter the new name details, then click Update Details.

Change cardholder's n	ame details		
Company name:	TESTING PTY LTD		
Company number:	XXXXXXXX / XXXXXXXX		
Cardholder name:	JOHN CITIZEN		
Card number:	XXXX-XXXX-XXXX-XXXX		
Denotes Mandatory Field			
Change legal name det	ails		
Title			
* First name	JOHN		
Middle name			
* Last name	CITIZEN		
Standard and a standard and the	other. For a new cardholder, please click Add	ge only. It is not possible to change the name I <u>New Cardholder.</u> To cancel this card please Back Update Details	

The Action completed successfully message is displayed, confirming that your request to change the cardholder's
details has been actioned. Click OK to return to the Cardholder Details page and refer to section <u>2.2.2.4</u> for instructions
on how to order a new plastic card, if required.

Action completed successfully			
	Thank you. Your request to change the cardholder's details has been actioned. If a new card is required, please select the "order new plastic" button on the customer details screen.	OK	

# 2.2.2.9 Change the Embossed Name on a Card

**IMPORTANT:** Before a cardholder name can be changed, the Anti-Money Laundering and Counter-Terrorism Financing Act requires that the change of name must be verified. Refer to section **2.2.2.8** for further detail before proceeding.

To change the embossed name on a card:

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Change emboss name in the Actions menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	XXXXXXXXX / XXXXXXXX	
Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX-XXXX	
Actions	and a start start and a		
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently	Emboss name	CITIZEN, JOHN/	
Sorder new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
2 Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
Change cardholder details Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
> Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

- 4. The **Change embossed name on card** page is displayed. Complete the following steps, then click **Update Name**.
  - a. Enter the cardholder's new embossed name. IMPORTANT: The entire cardholder name, including spaces, must not exceed 19 characters.
  - b. Select if a replacement card is required (default 'Yes').

Change embossed name	on card		
Company name:	TESTING PTY LTD		
Company number:	XXXXXXXX / XXXXXXXX		
Cardholder name:	JOHN CITIZEN		
Card number:	XXXX-XXXX-XXXX-XXXX		
Denotes Mandatory Field.     Note: an embossed name ca	an be up to 19 characters in lengt	h including spaces.	
Change emboss name on	the card		
Title			
First name	JOHN		
Middle name			
* Last name	CITIZEN		
Order replacement card			
Order replacement card			
Email help			Back Update name

- 5. The **Confirm Emboss Change** message is displayed.
  - If the cardholder's name is incorrect, click **X Cancel** to return to the previous screen.
  - If the cardholder's name appears correctly, click **Proceed**.

Name will appear on the card as follows:JOHN CITIZEN If this is correct click "Proceed" button. If not click "Cancel" button	X Cancel Proceed	

- 6. The Action completed successfully message is displayed, confirming that the cardholder's embossed name has been updated.
  - If you selected to order a replacement card in step 4, click **OK** to proceed to the **Order new plastic** page (refer to section **2.2.2.4** for instructions on how to order a new plastic card).
  - If you selected not to order a replacement card in step 4, click **OK** to return to the **Cardholder Details** page.

# 2.2.2.10 Change a Cardholder's Contact Details

To change a cardholder's employee ID, mobile number and/or email address:

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the **Cardholder Details** page, click **Change cardholder details** in the **Actions** menu.

Basic Services	Cardholder Details		
Company Search     Cardholder Search	Company name: Company number:	TESTING PTY LTD XXXXXXXXX / XXXXXXXX	
Email Help	Cardholder name:	JOHN CITIZEN	
Actions	Card number:	XXXX-XXXX-XXXX-XXXX	
> Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
> Report card permanently	Emboss name	CITIZEN, JOHN/	
lost/stolen ≥ Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
2 Reset PIN	CR limit changed	DD/MM/YYYY	
2 Change cardholder name	Temp credit limit	\$0.00	
Change emboss name     Change cordbolder details	Temp CR limit exp		
Change cardholder details     Change cardholder address	Address last changed	DD/MM/YYYY	
> Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The **Change Cardholder Details** screen is displayed. Enter the new cardholder details (refer Table 3 for input requirements), then click **Update Details**.

*Note:* Only details that are added/changed will be updated.

Change Cardholder De	tails	
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZENI	
Card number:	XXXX-XXXX-XXXX-XXXX	
New Cardholder Detail	S	
Employee ID		
Mobile Number		
	<ul> <li>Australian mobile, 10 digits starting with 04 and no spaces.</li> <li>International mobile, starting with country code and mobile number without first zero, e.g. 4479999999999 (UK number).</li> </ul>	
Email Address		
Email help		Back Update Details

# Table 3 - Input Requirements for Cardholder Details

Field	Description
Employee ID	Enter the cardholder's employee ID, up to a maximum of 10 characters with no spaces or special characters (e.g. #)
Mobile Number	Enter the cardholder's mobile number
	Reminder:
	• • Australian mobile, 10 digits starting with 04 and no spaces.
	• • International mobile, starting with country code and mobile number without first zero, e.g. 4479999999999 (UK number).
Email Address	Enter the cardholder's email address

5. The **Action completed successfully** message is displayed, confirming that your request to change the cardholder's details has been actioned. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully		
	Thank you. Your request to change the cardholder's details has been actioned.	OK

# 2.2.2.11 Change a Cardholder's Address Details

A cardholder's address details are automatically populated with the address on the Company Record and should only be updated when the 'individual cardholder address' differs.

**Note:** You should only use this function if you are sure that 'individual cardholder address' updates have been enabled for your organisation. If you are unsure, or you want to enable this function for your organisation, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au**.

To change a cardholder's address details:

- 1. Access CCSS by following the instructions in sections **<u>2.1</u>** and **<u>2.2</u>**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Change cardholder address in the Actions menu.

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
> Cardholder Search	Company number:	X0000000X / X0000000X	
> Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXXX-XXXXX	
Actions			
> Change credit limit	Current Details		() ()
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name     Change cardholder details	Temp CR limit exp		
Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
> Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

4. The **Change cardholder's address details** screen is displayed. Enter the cardholder's new address details, then click **Update Details**.

Change cardholder's add	ress details	
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	
Denotes Mandatory Field.		
Change address details		
* Address line 1	LEVEL 10	
Address line 2	700 BOURKE ST	
Address line 3	DOCKLANDS VIC 3008	
Address line 4		
Postal Code	3008	
* International address?	©Yes <sup>●</sup> No	
Country		
oouning	L	
Email help		(Back) (Update Details)

5. The WARNING: Address change – security risk? message is displayed on the Address Change page. Click Update address to confirm the change.

Address Change	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX
WARNING: Address cha	inge - security risk?
	dvised that by changing the address for card delivery all documentation the card will be sent to the amended address.
Email help	Back Update address

6. The **Action completed successfully** message is displayed, confirming that your request to change the cardholder's details has been actioned. Click **OK** to return to the **Cardholder Details** page.

Action completed successfully		
	Thank you. Your request to change the cardholder's details has been actioned. If a new card is required, please select the "order new plastic" button on the customer details screen.	(OK)

## 2.2.2.12 Change Transaction Limits

The Change Transaction Limit function provides increased control over company spend by setting maximum transaction limits on a card by card basis. Prior to utilising this function, it is necessary to complete and submit a CCSS Transaction Limit Request Form to the NAB Client Services Team. Please refer to **Appendix 1** for a sample form. To request an editable version of the form, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au**.

To set/change a transaction limit:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Change transaction limits in the Actions menu.

Basic Services	Cardholder Details		
<u>Company Search</u> <u>Cardholder Search</u> <u>Email Help</u>	Company name: Company number: Cardholder name: Card number:	TESTING PTY LTD XXXXXXXXXXXXXX JOHN CITIZEN XXXX-XXXX-XXXX-XXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
Order new plastic	Company emboss	TESTING	
Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name Change cardholder details	Temp CR limit exp		
Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	Email help		Search for Cardholder

4. The **Change cardholder's transaction limits** page is displayed, featuring limits nominated by your organisation. Select a transaction limit for the cardholder, then click **Update limit**.

**Note:** If there are no selectable options in the **Transaction Limits** drop-down menu, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au** to obtain the CCSS Transaction Limit Request Form and nominate your preferred transaction limits.

Ch	nange cardholder's tr	ansaction limits	
C	ompany name:	TESTING PTY LTD	
C	ompany number:	XXXXXXXX / XXXXXXXX	
C	ardholder name:	JOHN CITIZEN	
C	ard number:	XXXX-XXXX-XXXX-XXXX	
	e - For transaction limit ansaction Limits	management, contact CLIENT.SERVICES@NA	B.COM.AU
	DAILY LIMIT \$500 - 2	716	
	DAILY LIMIT \$500 - 2		
Em	TESTING COMPANY		Back Update limit
	TRAN LIMIT \$1000 -	Z06	
	TRAN LIMIT \$500 - 2	204	
	TRAN LIMIT \$5000 -	Z05	
	TRAN LIMIT A \$500	CASH BLOCK - Z02	
	TRAN LIMIT B \$1000	) - Z11	
	TRAN LIMIT C \$5000	) - Z13	
		T WITHOUT BLKS - Z15	
		Z14	

5. The Action completed successfully message is displayed. Click OK to return to the Cardholder Details page.

# 2.2.2.13 Perform a Transaction Search

**IMPORTANT:** Transactions processed to the account within the last three months are displayed in CCSS. For transactions outside that timeframe, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au** for assistance.

To perform a transaction search:

- 1. Access CCSS by following the instructions in sections 2.1 and 2.2.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the Cardholder Details page, click Transaction search in the Actions menu.

Basic Services	Cardholder Details		
Company Search	Company name:	TESTING PTY LTD	
Cardholder Search	Company number:	X00000XXX / X000XXXXX	
Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXXX-XXXXX-XXXXX	
Actions			
Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently lost/stolen	Emboss name	CITIZEN, JOHN/	
Order new plastic	Company emboss	TESTING	
Permanently close card	Available amount	\$0.00	
Request PIN/Restrict cash	Credit limit	\$.00	
Reset PIN	CR limit changed	DD/MM/YYYY	
Change cardholder name	Temp credit limit	\$0.00	
Change emboss name	Temp CR limit exp		
Change cardholder details Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholde
4. The **Transaction Search** page is displayed. Enter the date range for the transaction search (up to a maximum of three months in the past), then click **Go**.

Transaction Search		
Company name:	TESTING PTY LTD	
Company number:	XXXXXXXX / XXXXXXXX	
Cardholder name:	JOHN CITIZEN	
Card number:	XXXX-XXXX-XXXX-XXXX	
Denotes Mandatory Field	l.	
Transaction Search	date (within last 3 months)	
Transaction Search		

5. The **Search results** display, including date processed, transaction date, transaction description and transaction amount. If more than 15 results are found, click **Next** to view subsequent pages.

Transaction Sea	rch		
Company name	: TESTING	G PTY LTD	
Company numb	er: XXXXXX	XXXXXXXX / XXXXXXXX	
Cardholder nam	e: JOHN C	ITIZEN	
Card number:	XXXX-XX	XXXX-XXXX-XXXX-XXXX	
* Denotes Mandato	ry Field.		
Transaction Search	1		
Search by trans	action date (within	last 3 months)	
* From date	XX/XX/X	XXX	
* To date	XX/XX/X	XXX 🔟 Go	
Search results			Next
Date processed	Transaction date	Transaction description	Transaction amount
DD/MM/YYYY	DD/MM/YYYY	+MERCHANT NAME	\$1.00
Email help			Back

#### 2.2.3 Generate Audit Activity Reporting

An audit activity search will identify which user performed which card administration or maintenance activity over a specified duration (maximum 13 months), for example:

- New Cards added;
- Cards blocked or closed;
- Credit limit changes

Please refer to Appendix 2 for a full list of Activity Type search filters.

#### **IMPORTANT:**

- Most activities will be available to search for **up to 13 months**.
- Search results will display on screen and may also be downloaded as a PDF or Comma Separated Values (CSV) file.
- Search results will include activities performed by CCSS users within your organisation and by NAB (identified as 'Other User').
- Closed and lost/stolen cards may display the **Cardholder Name** as 'Purged Card' following closure. The timing of the purge is dependent on a number of factors, including how recently activities or transactions were performed on the card. Most cards are purged within 3-6 months of closure.

You can generate audit activity reporting at two levels in CCSS:

- 1. **Company level** search activities for all cards associated with the selected company and/or apply card/cardholder filters.
- 2. Cardholder level search activities for a specific cardholder.

#### 2.2.3.1 Generate Audit Activity Reporting - Company Level

To generate company level audit activity reporting:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- On the Company Details page, click Audit activity in the Actions menu. Reminder: An audit activity search at the company level will display results for all cards associated with the selected company unless a card or cardholder filter is applied.

Basic Services	Company Details	
Company Search	Company name:	TESTING PTY LTD
Cardholder Search     Email Help	Company number:	XXXXXXXX / XXXXXXXXX
	Sublevel Details	
Actions	Company emboss name	TESTING
2 Audit activity	Address	LEVEL 10
des.		700 BOURKE ST
		DOCKLANDS VIC 3008
	Postcode	3008
	Country	
	International address	
	Emboss name on card	Y
	Number of cards	XXXXX
	Default product code	VCP SCP
	Last statement date	DD/MM/YYYY
	Bank Number	XXXXXX
	Billing account number	XXXX-XXXX-XXXX
	Fee account number	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
	3.	
	(Email help)	Select a sub-level (Add new Cardholder) (Search for Cardholder)

3. The **Audit Activity** page is displayed. Enter the date range for the search (maximum 13 months, refer Table 4 for guidance), apply other filters as required (refer Table 4 for filters and descriptions), then click **Search**. *Helpful hint:* Shorter date ranges and filters are recommended to quickly generate reports and prevent timeout issues.

Audit Activity				
Company name:	TESTING PTY L	.TD		
Company number:	XXXXXXXX / XX	XXXXXXX		
Filters				
Card Number				
Or Cardholder Last I	Name	First Name	Middle Initial	
Activity From Date	XX/XX/XXXX	To Date		
Activity Type	No Selection			
User ID/Name	No Selection			
Email help				Back Search

Table 4 - Filters and Descriptions for Company Level Audit Activity Searches

Filter	Description
Card Number	Optional – Enter a valid card number for the company
Cardholder Last Name	Optional – Enter a cardholder's last name, up to a maximum of six characters
First Name	Optional – Enter a cardholder's first name, up to a maximum of two characters
Middle Initial	Optional – Enter a cardholder's middle initial, maximum one character
Activity From/To Date	Required – Enter a date range as DD/MM/CCYY or use the calendar selection <i>IMPORTANT:</i> The <i>Activity From Date</i> will automatically default to 13 months in the past but can be updated to a shorter date range if required.
	<i>Reminder:</i> Most activities will be available to search for <i>up to 13 months</i> .
Activity Type	Optional – Select an activity type in the drop-down menu (refer <b>Appendix 2</b> for options) <b>Helpful hint:</b> Only one activity can be selected at a time. Do not apply this filter if you want to search all activities at the same time.
User ID/Name	Optional – Type a user's NAB Connect User ID <b>OR</b> NAB Connect User Name and select the correct user from the drop-down list <i>Note:</i> This filter is not available for 'Other User'.

**IMPORTANT:** If you apply a card or cardholder filter and more than one result is returned, you will need to select the **radio button** beside the relevant card/cardholder, then click **Search** again to generate the search results. The cardholder's credit limit will display on screen but **not** in the downloadable reports.

Audit Activity							
Company name:	TE	STING PTY L	TD				
Company number:	XX	XXXXXXX / XX	XXXXXX				
Filters							
Card Number							
Or Cardholder Last N	lame		First Name	С	Middle Initia		
Search results							Next
Select Card number		Cardholder	name				Credit limit
XXXX-XXXX-XXX	X-XXXX	CARDHOLDER ONE				\$0.00	
SXXX-XXXX-XXX	X-XXXX	CARDHOLD	ER TWO				\$0.00
Activity From Date	VV /VV		To Date				
Activity From Date	100	XXXX 🔳	lo Dale				
Activity Type	No S	election				•	
User ID/Name	No Si	election					
Email help							Back
Linan neip							Dave Search

- 4. The Search results display in descending order (refer Table 5 for fields and descriptions). Click:
  - **Results PDF** or **Results CSV** to download a full report.
  - Change filter to update your search filters.
  - Back to return to the Company Details page.

#### Note:

- Card numbers will be unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display).
- The search filters applied will display at the top of the results PDF but not the CSV file.
- If the CSV file does not open automatically, save the file to your preferred location, then select to open the file in your preferred application (e.g. Microsoft Excel).

Company Company	/ name: / number:		ING PTY LTD XXXX / XXXXXXXX				
Audit Act	ivity Result	s			RESULTS	PDF RESULTS (	CSV
Date Logg	User ID	User Name	Activity Type	Activity Des	Card Number	Cardholder Name	
xx/xx/xxxx	XXXXXXXX000X	User One	Change Cardholder Address	Cardholder address	XXXX-XXXX-XXXX-XXXX-XXXX	John Citizen	-
ex/xx/xxxx	XXXXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	****	John Citizen	
xx/xx/xxxx	XXXXXXXXX000X	User One	Change Employee ID	Employee ID changed from null to	XXXX-XXX0(-XXXX-XXXX)	John Citizen	
ox/xx/xxox	*****	User One	Change Mobile Number	Mobile Number changed from null to	XXXX-XXXX-XXXX-XXXX-XXXX	John Citizen	
cx/xx/xxxx	XXXXXXXX000X	User One	Change Cardholder Name	Cardholder	XXXX-XXXX-XXXX-XXXX	John Citizen	
ov/xx/xxxox	XXXXXXXXXXXXXX	User Two	PIN Reset	PIN reset requested	XXXX-XXXX-XXXX-XXXX-XXXX	CardholderOne	
ex/xx/xxex	XXXXXXXXXXXXX	User Two	Close Card	Card closed	XXXX-XXXX-XXXX-XXXX	CardholderTwo	
cx/xx/xxox	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX-XXXX	John Citizen	
00/300/30000	20000000000	User Öne	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen	
ox/xx/xxox	Other User	Other User	Change Permanent Credit Limit	Card permanent credit limit changed from	XXXX-XXXX-XXXX-XXXX-XXXX	John Citizen	
ox/xx/xxiox	XXXXXXXXX00X	User One	Change Permanent Credit Limit	Card permanent	XXXX-XXXX-XXXX-XXXX	John Citizen	

## Table 5 - Fields and Descriptions for Audit Activity Results

Filter	Description	
Date Logged	The date the activity occurred, returned as DD/MM/CCYY in descending order (i.e. the most recent activities will display first)	
User ID	The user who completed the activity, returned as '[NAB Connect User ID]' or 'Other User' IMPORTANT: 'Other User' will display if the activity was completed by:	
	• NAB;	
	• A Authorised Officer who has not accessed CCSS for more than 365 days; or	
	A Authorised Officer whose profile has been deleted.	
User Name	The user who completed the activity, returned as '[NAB Connect User Name]' or 'Other User' IMPORTANT: 'Other User' will display if the activity was completed by:	
	• NAB;	
	• A Authorised Officer who has not accessed CCSS for more than 365 days; or	
	A Authorised Officer whose profile has been deleted.	
Activity Type/Description	A description of the completed activity (refer <b>Appendix 2</b> for activity types and descriptions)	
Card Number	The card number associated with the displayed activity, unmasked on screen and partial masked in downloadable reports (i.e. only the last four digits will display)	
Cardholder Name	The cardholder associated with the displayed activity, returned as '[Cardholder Name]' <i>IMPORTANT:</i> 'Purged Card' will display if a closed or lost/stolen card has been purged, typically within 3-6 months of closure.	

#### 2.2.3.2 Generate Audit Activity Reporting - Cardholder Level

To generate cardholder level audit activity reporting:

- 1. Access CCSS by following the instructions in sections **2.1** and **2.2**.
- 2. Search for the relevant cardholder by following the instructions in section **2.2.2**.
- 3. On the **Cardholder Details** page, click **Audit activity** in the **Actions** menu. *Reminder:* An audit activity search at the cardholder level will display results for the **selected cardholder only**.

Basic Services	Cardholder Details		
> Company Search	Company name:	TESTING PTY LTD	
> Cardholder Search	Company number:	X0000000X / X0000XXXX	
2 Email Help	Cardholder name:	JOHN CITIZEN	
	Card number:	XXXX-XXXX-XXXX-XXXXX	
Actions			
> Change credit limit	Current Details		
Add/remove temporary block	Current card status	ACTIVE	
Report card permanently     lost/stolen	Emboss name	CITIZEN, JOHN/	
> Order new plastic	Company emboss	TESTING	
> Permanently close card	Available amount	\$0.00	
2 Request PIN/Restrict cash	Credit limit	\$.00	
≥ Reset PIN	CR limit changed	DD/MM/YYYY	
2 Change cardholder name	Temp credit limit	\$0.00	
Change emboss name     Change cardholder details	Temp CR limit exp		
Change cardholder address	Address last changed	DD/MM/YYYY	
Change transaction limits	Address	LEVEL 10	
> Transaction search		700 BOURKE ST	
Audit activity		DOCKLANDS VIC 3008	
	Postcode	3008	
	Country		
	(Email help)		Search for Cardholder

The Audit Activity page is displayed. Enter the date range for the search (maximum 13 months, refer Table 6 for guidance), apply other filters as required (refer Table 6 for filters and descriptions), then click Search.
 Helpful hint: Shorter date ranges and filters are recommended to quickly generate reports and prevent timeout issues.

TING PTY LTD XXXXX / XXXXXXX IN CITIZEN X-XXXX-XXXX-XXXX Cardholder name	Credit limit
IN CITIZEN X-XXXX-XXXX-XXXX	Credit limit
X-XXXX-XXXX-XXXX	Credit limit
	Credit limit
Cardholder name	Credit limit
Cardholder name	Credit limit
JOHN CITIZEN	\$0
XXXX To Date	
election	
lection	
	XXXX To Date

#### Table 6 - Filters and Descriptions for Cardholder Level Audit Activity Searches

**Note:** The cardholder filter will be automatically applied. The cardholder's credit limit will display on screen but not in the downloadable reports.

Filter	Description
Activity From/To Date	Required – Enter a date range as DD/MM/CCYY or use the calendar selection
	<i>IMPORTANT:</i> The <i>Activity From Date</i> will automatically default to 13 months in the past but can be updated to a shorter date range if required. <i>Reminder:</i> Most activities will be available to search for <i>up to 13 months</i> .
Activity Type	Optional – Select an activity type in the drop-down menu (refer <b>Appendix 2</b> for options) <b>Helpful hint:</b> Only one activity can be selected at a time. Do not apply this filter if you want to search all activities at the same time.
User ID/Name	Optional – Type a user's NAB Connect User ID <b>OR</b> NAB Connect User Name and select the correct user from the drop-down list <i>Note:</i> This filter is not available for 'Other User'.

- 5. The Search results display in descending order (refer Table 7 for fields and descriptions). Click:
  - **Results PDF** or **Results CSV** to download a full report.
  - Change filter to update your search filters.
  - Back to return to the Cardholder Details page.

#### Note:

- Card numbers will be unmasked on screen and partially masked in downloadable reports (i.e. only the last four digits will display).
- The search filters applied will display at the top of the results PDF but not the CSV file.
- If the CSV file does not open automatically, save the file to your preferred location, then select to open the file in your preferred application (e.g. Microsoft Excel).

Audit Activity	
Company name:	TESTING PTY LTD
Company number:	XXXXXXXXX / XXXXXXXX
Cardholder name:	JOHN CITIZEN
Card number:	XXXX-XXXX-XXXX-XXXX

Date Logg	User ID	User Name	Activity Type	Activity Des	Card Number	Cardholder Name
xx/xx/xxxx	XXXXXXXXXXX	User One	Change Cardholder Address	Cardholder address	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXX	User One	Change Employee ID	Employee ID changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	****	User One	Change Mobile Number	Mobile Number changed from null to	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXX	User One	Change Cardholder Name	Cardholder name	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXX	User One	Card Temporary Block	Card Temporary	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	Other User	Other User	Change Permanent Credit Limit	Card permanent credit limit changed from	XXXX-XXXX-XXXX-XXXX	John Citizen
xx/xx/xxxx	XXXXXXXXXXXX	User One	Change Permanent Credit Limit	Card	XXXX-XXXX-XXXX-XXXX	John Citizen

## Table 7 - Fields and Descriptions for Audit Activity Results

Filter	Description
Date Logged	The date the activity occurred, returned as DD/MM/CCYY in descending order (i.e. the most recent activities will display first)
User ID	<ul> <li>The user who completed the activity, returned as '[NAB Connect User ID]' or 'Other User'</li> <li><i>IMPORTANT:</i> 'Other User' will display if the activity was completed by:</li> <li><i>NAB;</i></li> <li><i>A Authorised Officer who has not accessed CCSS for more than 365 days; or</i></li> <li><i>A Authorised Officer whose profile has been deleted.</i></li> </ul>
User Name	<ul> <li>The user who completed the activity, returned as '[NAB Connect User Name]' or 'Other User'</li> <li><i>IMPORTANT:</i> 'Other User' will display if the activity was completed by:</li> <li><i>NAB;</i></li> <li><i>A Authorised Officer who has not accessed CCSS for more than 365 days; or</i></li> <li><i>A Authorised Officer whose profile has been deleted.</i></li> </ul>
Activity Type/Description	A description of the completed activity (refer <b><u>Appendix 2</u></b> for activity types and descriptions)
Card Number The card number associated with the displayed activity, unmasked and partially masked in downloadable reports (i.e. only the last fou display)	
Cardholder Name	The cardholder associated with the displayed activity, returned as '[Cardholder Name]' <i>IMPORTANT:</i> 'Purged Card' will display if a closed or lost/stolen card has been purged, typically within 3-6 months of closure.

## 2.2.4 Email Help

There are three ways to contact the NAB Client Services Team:

- 1. Click Email Help in the Basic Services menu in CCSS;
- 2. Click Email help on various pages within the Actions menu in CCSS; or
- 3. Email corporatecardsupport@nab.com.au directly.

If you contact the NAB Client Services Team via CCSS:

Helpful Hints: Please do not use email help for request types that cannot be self-served. Refer to section 1.2.2.

- 1. The **Email help** page is displayed. Complete the following steps, then click **Send email**.
  - Select the Type of assistance required in the drop-down menu.
  - Enter details of your issue/query in the text box, excluding confidential information such as card numbers, expiry dates and PIN details.
  - Enter your **Contact phone number**, including area code.
  - Enter your **Contact email address**.

	Compose Email	×
Basic Services	Email help	
<ul> <li><u>Company Search</u></li> <li><u>Cardholder Search</u></li> </ul>	Company name: TESTING PTY LTD	
≥ Email Help	number: XXXXXXXX / XXXXXXXX	
Actions	Cardholder JOHN CITIZEN	
<ul> <li>Change credit limit</li> <li>Add/remove tempora</li> </ul>	Card number: XXXX-XXXX-XXXX	Credit limit
Report card permane lost/stolen	* Denotes Mandatory Field.	\$0
≥ Order new plastic	Request for assistance	
<ul> <li>Permanently close ci</li> <li>Request PIN/Restrict</li> </ul>	NOTE: Company / Cardnolder Details from the top of this screen will be automatically included in the email. Please do NOT disclose any confidențial information like card numbers, expiry dates or PN details in the text box below.	
2 Reset PIN	Type details of your issue / query.	
≥ Change cardholder r	Type of assistance required	
Change emboss nan		
> Change cardholder c		
2 Change cardholder a		Back Search
Change transaction I		
Transaction search		
> Audit activity	di la constante	
	* Contact phone number	
	* Contact email address	
	(Send email)	

 Your email will be sent to <u>corporatecardsupport@nab.com.au</u> and you will receive a response from the NAB Client Services Team within 24 hours.

#### 2.2.4.1 Other Email Help Options

For NAB Corporate and Purchasing Card enquiries, please email corporatecardsupport@nab.com.au.

For all FlexiPurchase enquiries, please email flexipurchasesupport@visa.com.

## 2.2.5 Change an Account Funding Option – FlexiPurchase Dynamic Limit Management (DLM) Clients Only

To change an Account Funding Option:

- 1. Access CCSS by following the instructions in sections <u>2.1</u> and <u>2.2</u>.
- 2. Search for the relevant cardholder by following the instructions in section 2.2.2.
- On the Cardholder Details page, click Change account funding option in the Actions menu. Note: You can view the current Account Funding Option on this page. 'NIL' indicates that dynamic funding is not currently available on the card.

IG PTY LTD XXX / XXXXXXXX HN CITIZEN 000X-X00X-X00X E E N,JOHN/MR IG
HN CITIZEN 000X-300X-300X E N,JOHN/MR
e NJOHN/MR
E N,JOHN/MR
,JOHN/MR
,JOHN/MR
,JOHN/MR
1G
M/YYYY
I CARD - DO NOT CHANGE TEMP LIMIT
M/YYYY
PROCURE TO PAY OPERATIONS
10
URKE STREET
ANDS VIC 3008

4. The **Change cardholder's credit limit** page is displayed. Select 'DLM CARD - DO NOT CHANGE TEMP LIMIT' or 'ZERO LMT CARD - DO NOT CHANGE LIMITS' in the drop-down menu, then click **Update limit**.

Change cardholder's c	redit limit		
Company name:	TESTING PTY LTD		
Company number:	XXXXXXXX / XXXXXXXX		
Cardholder name:	MR JOHN CITIZEN		
Card number:	XXXX-XXXX-XXXX	-XXXX	
DLM CARD - DO NOT CH * Denotes Mandatory Field			
Credit Limit			
* Permanent C	redit Limit	Temporary increase Total Credit Limit	
0	+	= 0	
Account Fund	ling Option	Temporary increase expiry date	
DLM CARD - DO NOT CH	HANGE TEMP LIMIT		
NIL		Cardholder's limit will be <u>increased</u> by this temporary amount mmediately upon actioning this request.	
DLM CARD - DO NOT CHANGE TEMP LIMIT		The increase will automatically expire on the specified date	
ZERO LMT CARD-DO NO	T CHANGE LIMITS	or the next business day if it is a weekend).	
Email help		(Back) (Update limit)	

5. The Action completed successfully message is displayed. Click OK to return to the Cardholder Details page.

## **Appendix 1 – Sample CCSS Transaction Limit Request Form**

**IMPORTANT:** This is a sample form only. To request an editable version of the form, please email the NAB Client Services Team at **corporatecardsupport@nab.com.au**.

This form is designed to be used by Company Administrators from NAB Corporate/Purchasing Card clients to request specific transaction limits to be applied in Commercial Card Self Service (CCSS). Once applied, the limits will be available for selection from the Transaction Limit drop-down box under the Change Transaction Limit menu item in CCSS.

## **Contact Information**

Company Name	
Company ID	
Contact Name	
Contact Email Address	
Date	

## Instructions

CCSS enables standard and/or customised transaction limits to be applied to individual cards. If you require standard transaction limits, please select the check box for the relevant code(s) in Table One below. Note that codes that include "CSH/RSKY \$0" in the description will block cash advance access and purchases at merchants which have been assigned a Merchant Category Code (MCC) deemed as "Risky". Refer to Table Three for details of Risky Merchant categories.

If the transaction limits that you require do not appear in Table One, please add customised limits in Table Two.

#### Table One - Standard Transaction Limits

Track Code (Internal Use Only)	Transaction Limit Description* (AUD)	Required
<u>Z01</u>	TRAN LMT \$500	
<u>Z02</u>	TRAN LMT \$500 CSH/RSKY \$0	
<u>Z03</u>	TRAN LMT \$1000	
<u>Z04</u>	TRAN LMT \$1000 CSH/RSKY \$0	
<u>Z05</u>	TRAN LMT \$1500	
<u>Z06</u>	TRAN LMT \$1500 CSH/RSKY \$0	
<u>Z07</u>	TRAN LMT \$2000	
<u>Z08</u>	TRAN LMT \$2000 CSH/RSKY \$0	
<u>Z09</u>	TRAN LMT \$2500	
<u>Z10</u>	TRAN LMT \$2500 CSH/RSKY \$0	
<u>Z11</u>	TRAN LMT \$3000	
<u>Z12</u>	TRAN LMT \$3000 CSH/RSKY \$0	
<u>Z13</u>	TRAN LMT \$5000	
<u>Z14</u>	TRAN LMT \$5000 CSH/RSKY \$0	
<u>Z15</u>	TRAN LMT \$10000	
<u>Z16</u>	TRAN LMT \$10000 CSH/RSKY \$0	
<u>Z17</u>	TRAN LMT \$15000	

#### Table Two - Custom Transaction Limits

Custom Transaction Limit Amount (Enter the Value in AUD)	Select Checkbox if Cash Advance Risky Merchant Block (CSH/RSKY \$0) is Required
Click here to enter text.	

## Table Three - Risky Merchant Category Codes and Descriptions

MCC Code	Risky Merchant Category Description	
5933	Pawn Shops	
5967	Direct Marketing – Inbound Telemarketing Merchants	
7273	Dating & Escort Services	
7297	Massage Parlors	
7995	Betting, including lottery tickets, casino gaming chips, off-track betting and wagers at race tracks	

# Appendix 2 – Audit Activity Types and Descriptions

CCSS Self Service Action	Activity Type in CCSS audit activity search/report	Activity Description in CCSS audit activity report
Add new cardholder	Add New Cardholder	New cardholder added
Change credit limit (permanent)	Change Permanent Credit Limit	Card permanent credit limit changed from XXXXXX to XXXXXX
Change credit limit (temporary)	Change Temporary Credit Limit	Card temporary credit limit changed from XXXXXX to XXXXXX
Add/remove temporary block	Card Temporary Block	Card Temporary Block [added/removed]
Report card permanently lost/stolen	Card Lost/Stolen	Card reported Lost/Stolen, new card ends in XXXX
Report card permanently lost/stolen	Lost/Stolen Replacement Card	Lost/Stolen replacement card created
Order new plastic	Order New Plastic	New plastic ordered
Permanently close card	Close/Reinstate Card	Card closed
N/A	Close/Reinstate Card	Card reinstated
Request PIN	PIN Request	New PIN requested
Restrict cash	Restrict Cash	Card Cash Block [added/removed]
PIN reset request	PIN Reset	PIN reset requested
Change cardholder name	Change Cardholder Name	Cardholder name changed
Change emboss name	Change Emboss Name	Cardholder embossed name changed
Change cardholder details (employee ID)	Change Employee ID	Employee ID changed from XXXXXX to XXXXXX
Change cardholder details (mobile number)	Change Mobile Number	Mobile number changed from XXXXXXXXXX to XXXXXXXXXX
Change cardholder details (email address)	Change Email Address	Email address changed
Change cardholder address	Change Cardholder Address	Cardholder address changed
Change transaction limits	Change Transaction Limits	Card transaction limit changed from XXX to XXX
Change account funding option	Change Account Funding Option	Account funding option changed